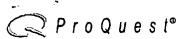
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## **Marked Documents**

(<10/17/2000)

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Recent Searches			Marked Documents   Visited Publications
1.	(retaining credit card customers) AND PDN(<10/17/2000) Database: Multiple databases Limit results to: full text Look for terms in: Citation and abstract Publication type: All publication types	<u>Set Up Alert</u> ⊠	45 results as of April 7, 2006
2.	(preventing credit card cancellations) AND PDN(<10/17/2000) Database: Multiple databases Limit results to: full text Look for terms in: Citation and abstract Publication type: All publication types	<u>Set Up Alert</u> ⊠	1 results as of April 7, 2006
3.	(preventing customers from cancelling credit cards) AND PDN(<10/17/2000) Database: Multiple databases Limit results to: full text Look for terms in: Citation and abstract Publication type: All publication types	<u>Set Up Alert</u> ⊠	0 results as of April 7, 2006
4.	(credit card companies and retaining customers.) AND PDN(<10/17/2000) Database: Multiple databases Limit results to: full text Look for terms in: Citation and abstract Publication type: All publication types	Set Up Alert⊠	4 results as of April 7, 2006
5.	(credit card companies and retaining customers who want to terminate their service) AND PDN(<10/17/2000)  Database: Multiple databases  Limit results to: full text  Look for terms in: Citation and abstract Publication type: All publication types	Set Up Alert⊠	0 results as of April 7, 2006
6.	6. (credit card customer retention) AND PDNSet Up Alert⊠		172 results as of April 7, 2006

Database: Multiple databases... Limit results to: full text

Look for terms in: Citation and abstract Publication type: All publication types

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